

FIG. 1

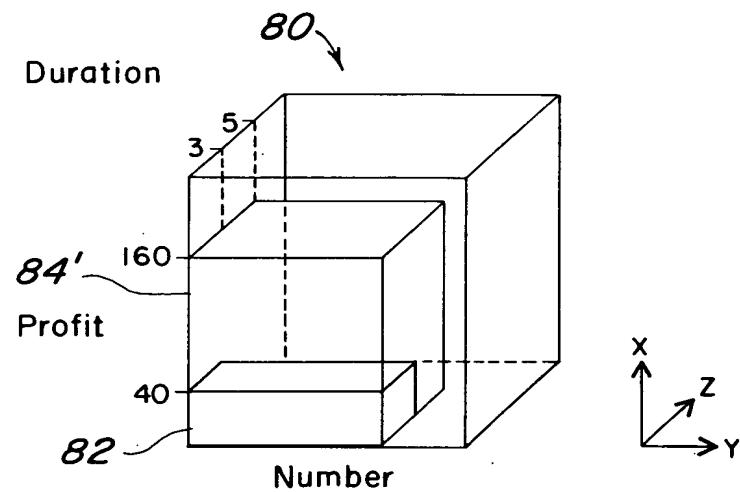


FIG. 2

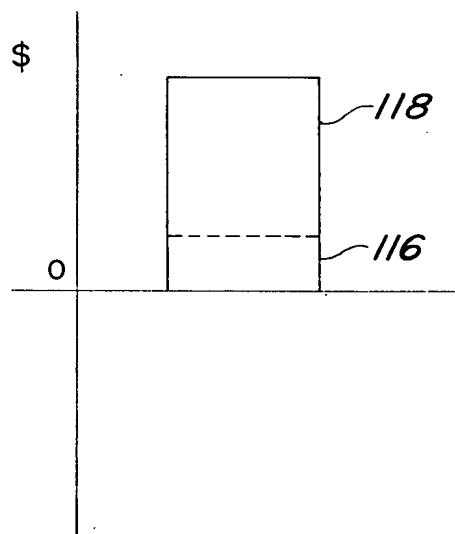


FIG. 5

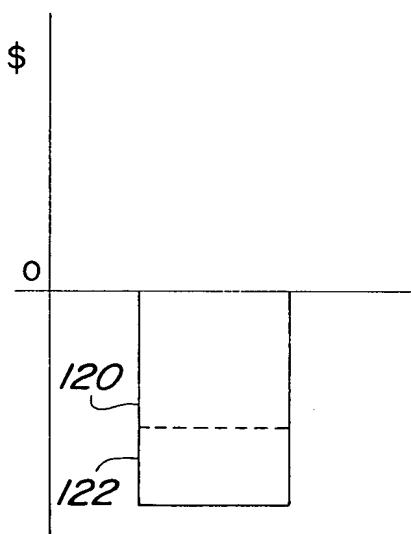


FIG. 6

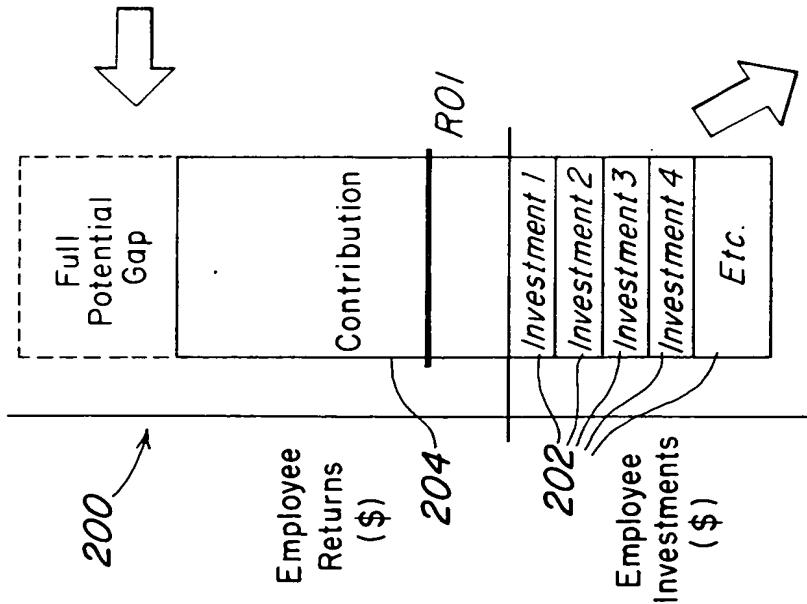
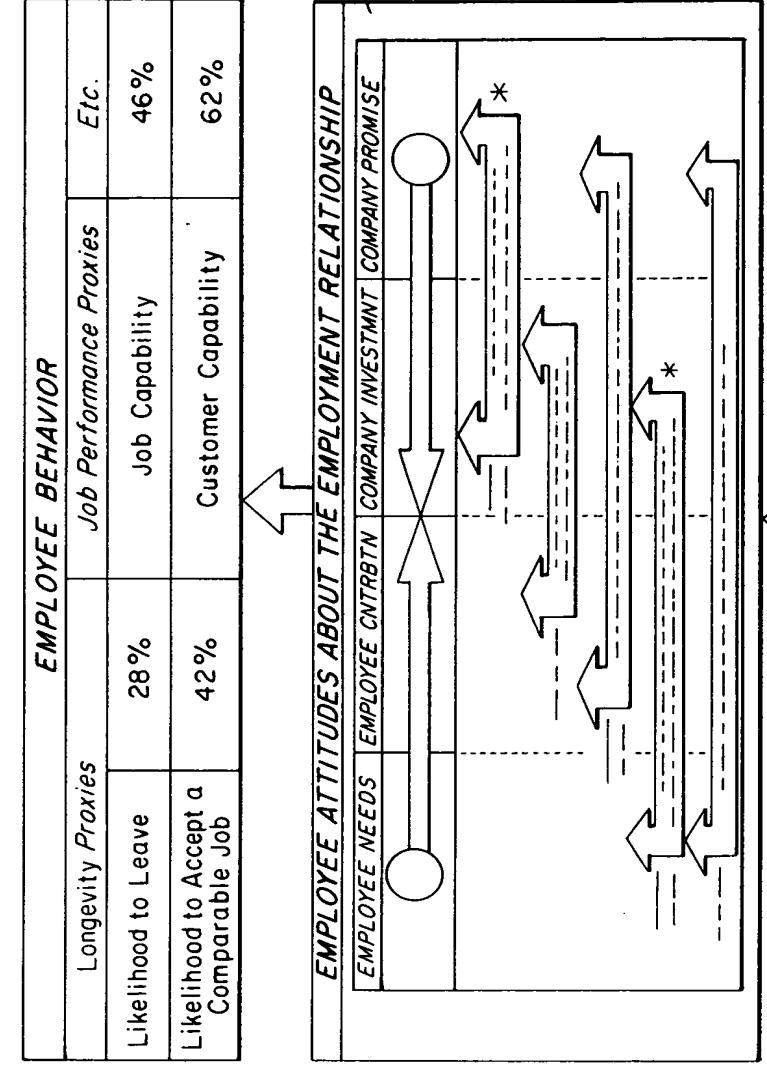
EMPLOYEE BEHAVIOR			
Longevity Proxies	Job Performance Proxies	Etc.	
Likelihood to Leave	28 %	Job Capability	46 %
Likelihood to Accept a Comparable Job	42 %	Customer Capability	62 %

210

208

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EMPLOYEE EXPERIENCE					
	Customer Focus / Serv. Qual.	Role Clarity	Change Manag.	Mission/ Strategy & Alignment	Perform. Manag.
High	85%	77%	73%	69%	68%
Low	56%	55%	52%	52%	51%

	Cont. Learning / Improv.	Collaboration	Supervision	Behavior Norms	Comp. / Benefits
	Enable-ment	Career Devel.	Core Values	Values Adherence	Leadership
High	67%	67%	62%	60%	58%
Low	56%	55%	52%	51%	49%

FIG.
3

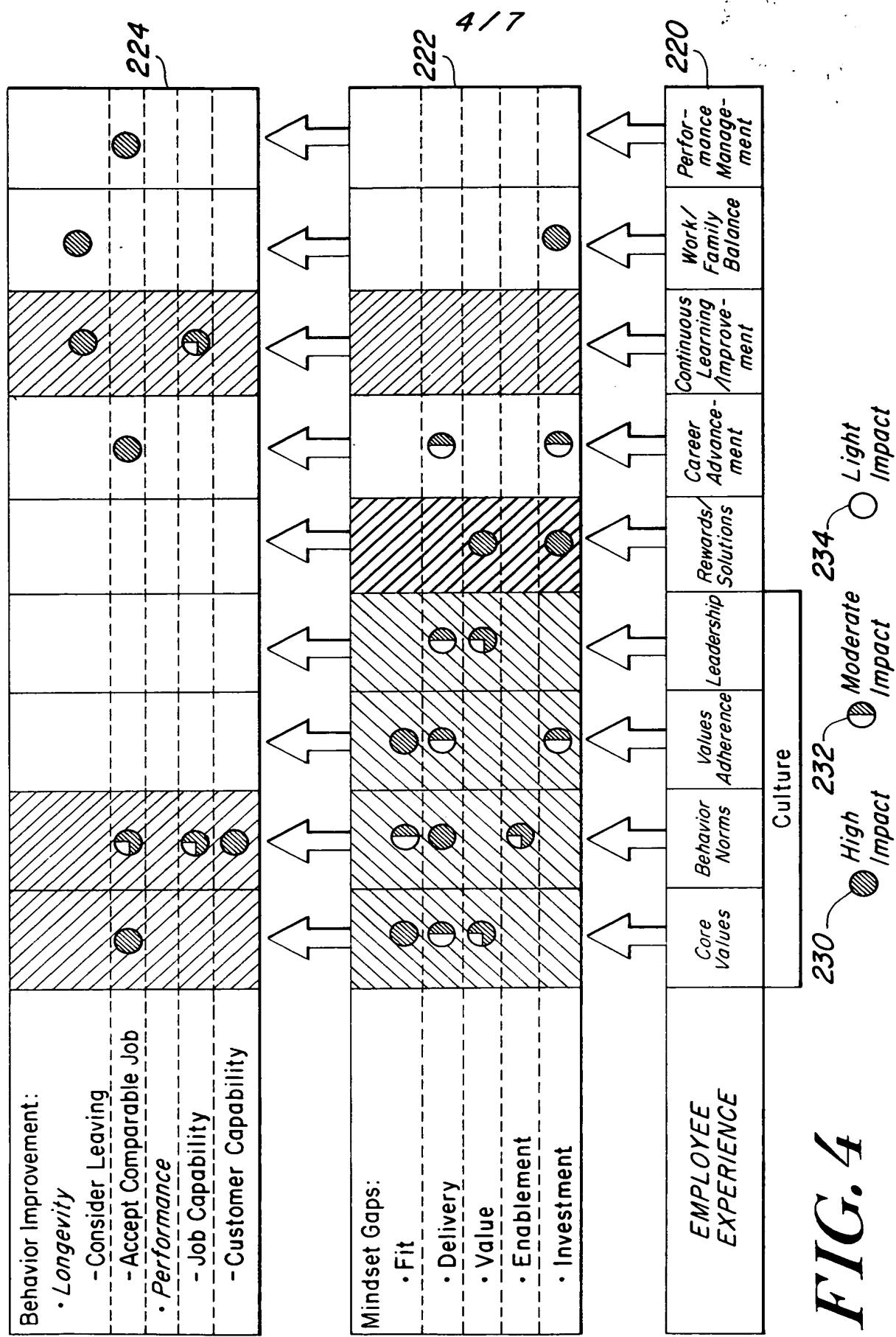


FIG. 4

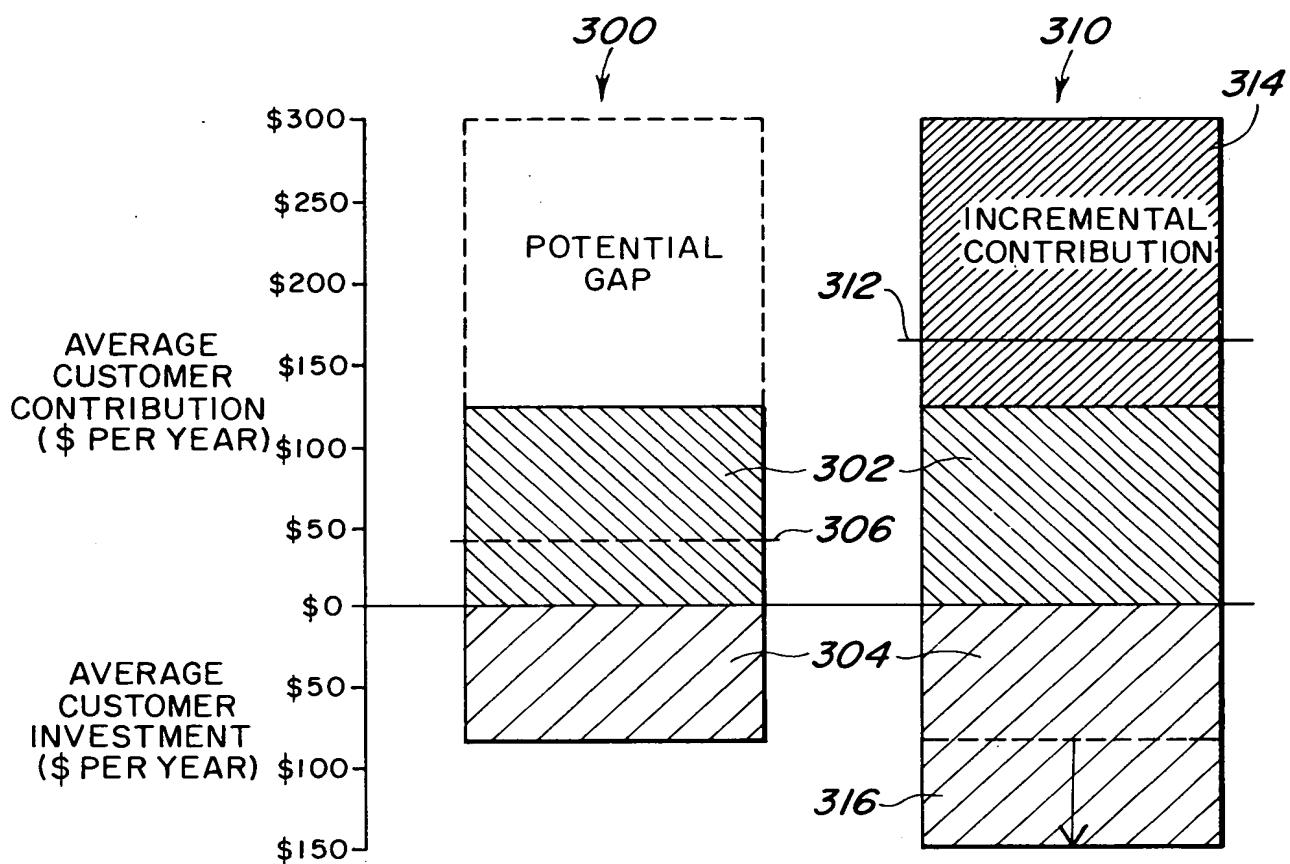


FIG. 7

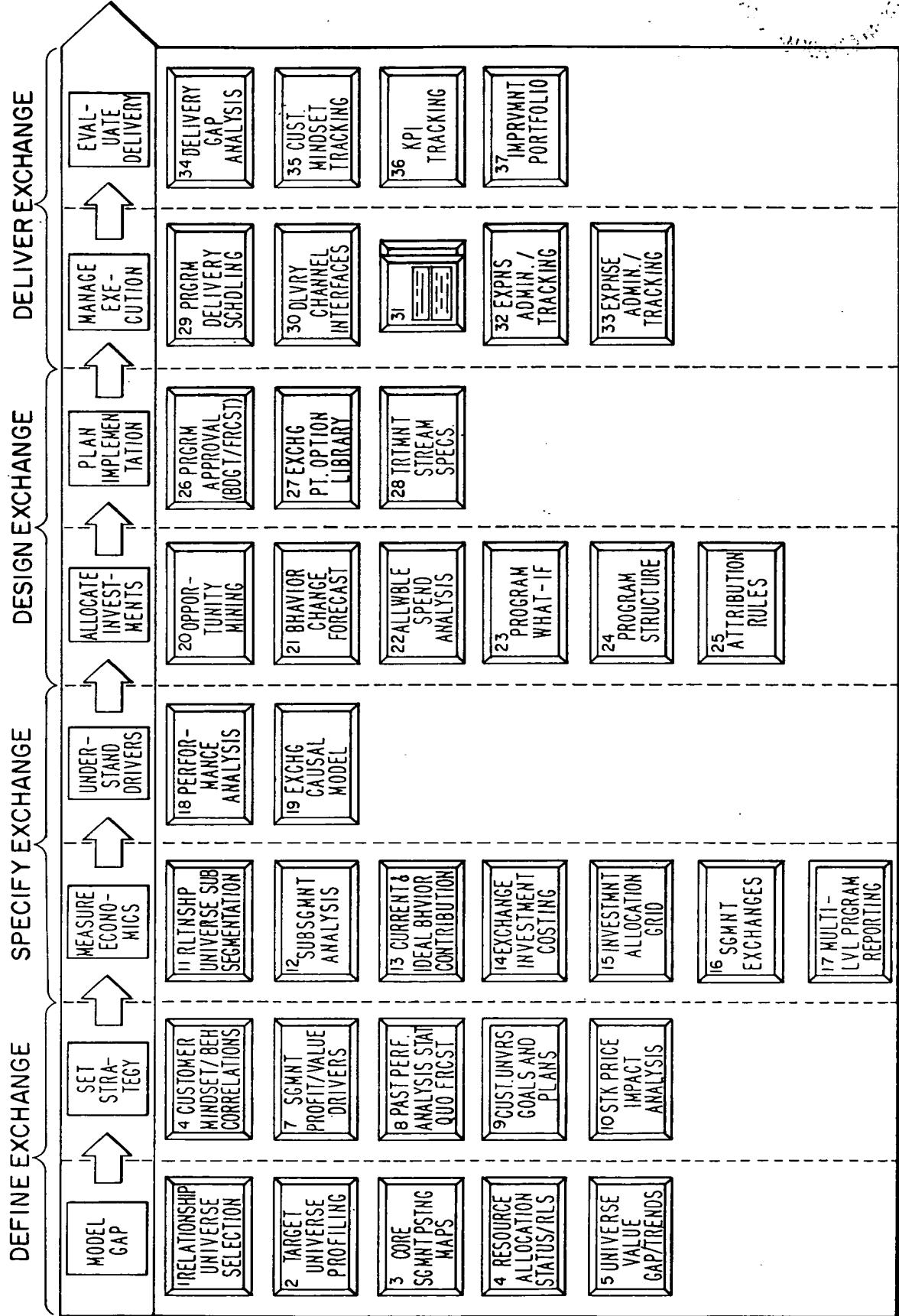


FIG. 9

